



Dear Consumer:

This is the 27th annual Consumer Confidence Report (CCR) describing the features and quality of our drinking water supply. State law requires all water retailers to inform their customers regarding the quality of the water delivered. The Mayor and the City Council are pleased to provide the following information.

The City of Upland Water Division is dedicated to providing you with a safe and reliable supply of high quality drinking water. **The water delivered to you meets all State and Federal Drinking Water Standards for quality and safety.** We continually test our water using the most sophisticated equipment and advanced procedures. A summary of our 2015 laboratory test results, which demonstrate detection of trace contaminants in the water supply, is included in the Test Results Table of this report.

1370 N. Benson Ave. | Upland | CA | 91786

[www.ci.upland.ca.us](http://www.ci.upland.ca.us)

# 2015 CONSUMER CONFIDENCE REPORT

Este informe contiene información muy importante sobre su agua potable.  
Tradúzcalo o hable con alguien que lo entienda bien.



## I. WATER SOURCES

To better understand how the City of Upland supplies water to its customers, the following summary of 2015 water sources may be helpful. Each of these sources may be impacted by drought conditions. In fact, on January 17, 2014 Governor Brown declared a Drought State of Emergency and asked all Californians to voluntarily reduce their water usage. On April 1, 2015 Governor Brown proclaimed Executive Order B-29-15 declaring a Continued State of Emergency due to the ongoing drought, and issued a state wide mandatory water conservation requirement. In accordance with the declaration, water conservation standards were developed and adopted to achieve a state wide reduction of 25 percent. The City Council similarly adopted Resolution #6275 increasing the community conservation requirement to a High Shortage Stage. A Conservation Standard of 36 percent water use reduction from 2013 was established for the City of Upland by the State Water Resources Control Board. The City of Upland used **5.413 billion** gallons of water in 2015 which was 23 percent less than 2014.

**1. GROUNDWATER** ~ About **3.198 billion gallons** of groundwater was pumped from 9 City of Upland wells, 7 San Antonio Water Company wells, and 4 West End Consolidated Water Company wells, fulfilling 59% of our customer's needs. Groundwater produced by the water wells mentioned above was extracted from the Chino, Claremont Heights, and Cucamonga Aquifers.

**2. SURFACE WATER** ~ Due to drought conditions prevailing throughout the State of California, only about **461.0 million gallons** of surface water was processed through the City's San Antonio Canyon Water Treatment Plant fulfilling 9% of our customer's needs.

**3. IMPORTED WATER** ~ About **1.753 billion gallons**, or **32.0%** of our water, originated from high mountain streams in Northern Sierra Nevada. It flows via the State Water Project to Lake Silverwood, north of the City of San Bernardino. The journey to the City of Upland is completed through a 120-inch diameter pipeline that crosses Upland beneath 18th Street. The imported water is purchased from Metropolitan Water District of Southern California (MWD), and treated at the Water Facilities Authority (WFA-JPA), Agua de Lejos Water Treatment Plant, located on Benson Avenue, north of 17th Street.

**4. RECYCLED WATER** ~ The City utilized **232 million gallons** of recycled water for green belts and various sites to use a valuable asset to maintain the City of Upland's motto of "The City of Gracious Living".

## II. WATER PERMIT

The permits to operate the City and West End Consolidated Water Company's water systems are issued by the State Water Resources Control Board (State Board), Division of Drinking Water. The permit for the City of Upland and West End Consolidated Water Company was last issued in 1993, but has been amended to include new water facilities as they are constructed. This regulatory agency also completes yearly inspections of both the City and West End Consolidated Water Company systems. This same regulatory agency also receives laboratory analyses directly via Electronic Data Transfer (EDT) from the State certified laboratory and monitors all laboratory analyses on a continual basis. This assures you, the consumer, that all mandatory monitoring is performed as required.

## III. WATER QUALITY ~ DRINKING WATER STANDARDS

Individual water suppliers do not decide what constitutes "safe" water. As required by the Federal Safe Drinking Water Act, all public water suppliers in California must meet stringent water quality standards set by the United States Environmental Agency (USEPA) and regulated by the State Water Resources Control Board (SWRCB) - Division of Drinking Water. These two organizations set standards to protect the public from potential health risks. In California, drinking water standards (also called Maximum Contaminant Levels or MCL's) are set in two categories. Primary Standards relate to public health, and Secondary Standards relate to aesthetic qualities such as taste, color, and odor. A comprehensive list of sampling results for all Upland water sources is listed in the Test Result Section of the Consumer Confidence Report (CCR).

Before the water reaches your tap, samples from wells, water treatment plants, and the distribution system have been collected and tested in State-certified laboratories. Last year, as in years past, your water met all Environmental Protection Agency and State drinking water health standards. The Public Works Department conducts more than **3,000 tests** on the water delivered to its consumers each year, which includes sampling for over **300 different contaminants**. This regular program of water analysis and system inspection assures safe water is provided to you and your family.



## **IV. FINAL AND CURRENT WATER QUALITY SAMPLING**

### **GROUNDWATER RULE (GWR)**

The United States Environmental Protection Agency (USEPA) issued a rule to further protect America's drinking water by requiring action to protect groundwater sources of public drinking water supplies from disease causing viruses and bacteria. The rule protects more than 100 million Americans by requiring identification of deficiencies in water systems that could lead to contamination and corrective actions to reduce risk from any identified deficiencies. The rule includes provisions for monitoring for systems with sources at risk, and actions to remove or inactivate contaminants, if found, to prevent them from reaching drinking water consumers. The compliance date for triggered monitoring was December 1, 2009.

### **UNREGULATED CONTAMINANTS MONITORING RULE (UCMR 3)**

The United States Environmental Protection Agency (USEPA) selected the City of Upland to participate in the **Unregulated Contaminants Monitoring Rule (UCMR 3)** study. The study requires each water system to provide data of special sampling for specific contaminants that could potentially be regarded as a health risk. SWRCB compiles and reviews the water systems results data for all contaminants listed in the UCMR sampling program. The monitoring plan was utilized with sampling beginning in November 2013 and completed in 2015. All constituents that were analyzed for have been reported in the 2015 Consumer Confidence Report.

### **STAGE 2 DISINFECTANTS / DBP RULE**

The Stage 2 Disinfectant By-Product (DBP) Rule focuses on public health protection by limiting exposure to DBPs, specifically Total Trihalomethanes (TTHM) and five Haloacetic Acids (HAA5), which can form through disinfectants used to control microbial pathogens. In order to comply with the Stage 2 DBP Rule, the City of Upland devised a monitoring plan that required additional sampling points throughout the system. The City's proposed monitoring plan for sampling was approved by SWRCB. The compliance schedule and compliance monitoring was implemented in April 2012. Analyses results are presented in the Test Table Result portion of the Consumer Confidence Report.

### **LEAD AND COPPER SAMPLING**

Lead and Copper Sampling was started and completed in 2013 with the results reported in the attached **Test Tables**.

### **LONG TERM 2 ENHANCED SURFACE WATER TREATMENT RULE (LT2ESWTR)**

The purpose of the Long Term 2 Enhanced Surface Water Treatment Rule (LT2ESWTR) is to reduce illness linked with the contaminant Cryptosporidium and other microbial pathogens in drinking water. The rule supplements existing regulations for surface water systems by targeting additional Cryptosporidium treatment requirements for systems with higher risk sources. It is important to note that the rule does not require additional Cryptosporidium treatment for Public Water Systems. Additional treatment is required only for systems with higher risk sources found during the monitoring phase of the rule. The rule also contains provisions to reduce risks resulting from uncovered finished water reservoirs and to ensure that systems maintain microbial protection as they take steps to decrease the formation of disinfection byproducts that result from chemical water treatment. The City monitored for Cryptosporidium from October 2006 through October of 2008. The monitoring resulted in a Bin 2 classification for the City's San Antonio Canyon Water Treatment Plant (SACWTP). To comply with the Bin 2 classification, stricter guidelines for turbidity are required. Turbidity limits were reduced from 0.30 NTU's to 0.15 NTU's for treatment plant finished water. Individual filters were reduced to 0.10 NTU's. The City's water treatment facility uses multi-barrier protection for the source water which consists of watershed protection, chlorination, coagulation, sedimentation, and filtration. The results of the **LT2ESWTR** monitoring are included in the **TEST RESULT TABLES** with an explanation of the City's treatment requirements under the rule.



## SAN ANTONIO CANYON WATERSHED SURVEY

Every fifth-year, the City of Upland, City of Pomona, and San Antonio Water Company prepare and submit a Watershed Survey of the San Antonio Canyon Water Flow to the SWRCB. This report requires water quality sampling and monitoring of the watershed to enhance the protection of our local watershed flow from potential contamination. The first report was submitted to the State Board in March 2001. The 2010 report was completed and filed.

### V. TREATMENT

The City of Upland receives imported water from Metropolitan Water District of Southern California (MWD) via the Water Facilities Authority - Agua de Lejos Water Treatment Plant after it undergoes a four stage treatment process. The first process is coagulation/flocculation that allows particles suspended in the water to cluster together and form larger particles called "floc". The second process is sedimentation, where the "floc" is allowed to settle out of the water. Filtration removes any remaining fine particles by passing the water through a filter bed. The last process is where chemicals are added to ensure the safety of the water in the distribution system. The treated water is then delivered to Upland's reservoir at 17th Street and Benson Avenue.

The surface water we receive from San Antonio Creek flows to the San Antonio Canyon Water Treatment Plant (SACWTP). This surface water goes through several treatment processes, which remove impurities and disinfects the water. First, chemicals are mixed into the water to help the suspended impurities (particles) cluster together. Next, the water flows into filter modules, moving upward through the first stage filters, which trap some particles. Then the water flows downward through the final filters to remove any remaining particles. The final step consists of disinfection and storage in a large reservoir. From the reservoir the treated water flows into the distribution system and then into your home.

Water that the City receives from local groundwater wells is of such good quality that it is only treated with chlorine and pumped directly into reservoirs. In some cases the well water is blended with other water sources. This water flows into the distribution system for fire protection and consumption in your home.

### VI. WATER QUALITY PARAMETERS AND IMPORTANT REMINDERS

Filtration and disinfection of surface water supplies are necessary for the protection of public health. The Water Facilities Authority – Agua de Lejos Water Treatment Plant, supplies a portion of the water delivered by the City of Upland. Water is filtered and disinfected with **chloramines** (a combination of chlorine and ammonia). **All of our customers should be aware their water might sometimes contain Chloramines.** Except for a slight chlorine taste or odor, Chloramines will not cause any problems for the general public. However, **Chloramines must be removed before the water can be used in aquariums or kidney dialysis machines.**

### VII. REPORTING PERIOD

The City of Upland routinely monitors for contaminants in your drinking water according to Federal and State Law. The City's Test Results Tables show the results of our monitoring for the period of January 1 - December 31, 2015 and may include earlier data. Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the USEPA's Safe Drinking Water Hotline (1-800-426-4791).

### VIII. SOURCE WATER ASSESSMENTS

An assessment of the City of Upland's drinking water sources was completed in 2014. The San Antonio Creek water source assessment was completed in 2010.

\*\*\*A copy of the completed assessments may be viewed at the City of Upland Public Works Department or at State Board Division of Drinking Water, San Bernardino District Office, 464 West 4th Street, Suite 437, San Bernardino, Ca. 92401. You may request a summary of the assessments to be sent to you by contacting the SWRCB District Engineer at (909) 383-4328.



## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

*Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.*

### MONITORING REQUIREMENTS NOT MET FOR THE CITY OF UPLAND

#### What happened? What is being done?

City Well 15 was inoperable due to unexpected repairs during the scheduled nitrate sampling event, and a sample could not be taken during this time. However, a nitrate sample was taken on April 13, 2016 and analyzed by a certified Environmental Laboratory Accreditation Program (ELAP) laboratory. The results of that test, as well as prior tests indicate compliance with the drinking water standards.

Our water system failed to monitor as required for drinking water standards during the past year and, therefore, was in violation of the regulations. Even though this failure was not an emergency, as our customers, you have a right to know what you should do, what happened, and what we did to correct this situation.

*We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During 2015, we did not complete all monitoring or testing for nitrate and therefore, cannot be sure of the quality of our drinking water during that time.*

#### What should I do?

- There is nothing you need to do at this time.
- The table below lists the contaminant we did not properly test for during the last year, how many samples we are required to take and how often, how many samples we took, when samples should have been taken, and the date on which follow-up samples were (or will be) taken.

Contaminant	Required Sampling Frequency	Number of Samples Taken	When All Samples Should Have Been Taken	When Samples Were or Will Be Taken
Nitrate	1 sample every year	0	August 19, 2015	April 13, 2016

- If you have health issues concerning the consumption of this water, you may wish to consult your doctor.

For more information, please contact Mr. John Robles, Chief Water System Operator, at (909) 291-2930, or Ms. Rosemary Hoerning, Public Works Director at (909) 291-2931.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this public notice in a public place or distributing copies by hand or mail.

#### Secondary Notification Requirements

Upon receipt of notification from a person operating a public water system, the following notification must be given within 10 days [Health and Safety Code Section 116450(g)]:

- **SCHOOLS:** Must notify school employees, students, and parents (if the students are minors).
- **RESIDENTIAL RENTAL PROPERTY OWNERS OR MANAGERS** (including nursing homes and care facilities): Must notify tenants.
- **BUSINESS PROPERTY OWNERS, MANAGERS, OR OPERATORS:** Must notify employees of businesses located on the property.

This notice is being sent to you by the City of Upland

State Water System ID#: 3610050. Date Distributed: July, 2016.



## IX. DEFINITIONS AND ABBREVIATIONS

### Less Than Number Shown (<)

**Maximum Contaminant Level (MCL):** The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

**Maximum Contaminant Level Goal (MCLG):** The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the U.S. Environmental Protection Agency.

**Maximum Residual Disinfectant Level (MRDL):** The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

**Maximum Residual Disinfectant Level Goal (MRDLG):** The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

**Nephelometric Turbidity Unit (NTU):** Nephelometric Turbidity Unit is a measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

**Non-Detects (ND):** Laboratory analysis indicates that the contaminant is below detection level.

### No Standards (NS)

**Parts per billion (ppb) or Micrograms per liter (ug/l):** One Part per billion corresponds to one minute in 2,000 years, or a single penny in \$ 10 million.

**Parts per million (ppm) or Milligrams per liter (mg/l):** One Part per million corresponds to one minute in two years, or a single penny in \$10,000.

**Parts per trillion (ppt):** One part per trillion corresponds to one minute in 2,000,000 years or a single penny in \$10 billion.

**Picocuries per liter (pCi/L):** Picocuries per liter is a measurement of the radioactivity in water.

**Primary Drinking Water Standard (PDWS):** MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.

**Public Health Goal (PHG):** The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency.

**Regulatory Action Levels (AL):** The concentration of a contaminant which, when exceeded, triggers treatment or other requirements that a water system must follow.

**Treatment Technique (TT):** A required process intended to reduce the level of a contaminant in drinking water.



## **X. SYMBOLS**

- (a) = Results are based on distribution system sampling of approximately 1,000 samples.
- (b) = Sources are blended to meet state MCL.
- (c) = State level is dependent upon air temperature.
- (d) = Negative values occur when the background count, as part of the analytical result, exceeds the actual count.
- (e) = MCL is for Radium 226 & 228 combined.

## **XI. TEST RESULT TABLE HEALTH EFFECT LANGUAGE**

The following health effect language is required for this report if any contaminant has been detected in the water supply. The City's domestic water supply meets all State and Federal Drinking Water Quality Standards.

The state allows us to monitor for some contaminants less than once per year because the concentration of these contaminants does not change frequently. Some of our data, though representative, are more than one year old.

### **Aluminum**

Some people who drink water containing Aluminum in excess of the MCL over many years may experience short-term gastrointestinal tract effects.

### **Bromate**

Some people who drink water containing Bromate in excess of the MCL over many years may have an increased risk of getting cancer.

### **Chloramines**

Some people who use water containing chloramines well in excess of the MRDL could experience irritating effects to their eyes and nose. Some people who drink water containing chloramines well in excess of the MRDL could experience stomach discomfort or anemia.

### **Chlorine**

Some people who use water containing chlorine well in excess of the MRDL could experience irritating effects to their eyes and nose. Some people who drink water containing chlorine well in excess of the MRDL could experience stomach discomfort.

### **Chlorine Dioxide**

Some infants and young children who drink water containing chlorine dioxide in excess of the MRDL could experience nervous system effects. Similar effects may occur in fetuses of pregnant women who drink water containing chlorine dioxide in excess of the MRDL. Some people may experience anemia.

### **Chlorite**

Some infants and young children who drink water containing chlorite in excess of the MCL could experience nervous system effects. Similar effects may occur in fetuses of pregnant women who drink water containing chlorite in excess of the MCL. Some people may experience anemia.

### **Chromium**

Some people who use water containing chromium in excess of the MCL over many years may experience allergic dermatitis.

### **Combined Radium 226/228**

Some people who drink water containing Radium 226 or 228 in excess of the MCL over many years may have an increased risk of getting cancer.



### **Cryptosporidium**

Cryptosporidium is a microbial pathogen found in surface water throughout the United States. Although filtration removes Cryptosporidium, the most commonly used treatment methods cannot guarantee 100 percent removal. Ingestion of Cryptosporidium may cause Cryptosporidiosis, an abdominal infection. Symptoms of infection include nausea, diarrhea, and abdominal cramps. Most healthy individuals can overcome the disease within a few weeks. However immuno-compromised people, infants, small children, and the elderly are at a greater risk of developing life threatening illness. Individuals at risk should consult their doctor regarding appropriate precautions to take to avoid infection. Cryptosporidium must be ingested to cause disease, and it may be spread through means other than drinking water.

### **Dibromochloropropane (DBCP)**

Some people who use water containing Dibromochloropropane (DBCP) in excess of the MCL over many years may experience reproductive difficulties and may have an increased risk of getting cancer.

### **Fluoride**

Some people who drink water containing Fluoride in excess of the Federal MCL of 4 mg/L over many years may get bone disease, including pain and tenderness of the bones. Children who drink water containing fluoride in excess of the state's MCL of 2 mg/L may get mottled teeth.

### **Gross Beta Particle Activity**

Certain minerals are radioactive and may emit forms of radiation known as photons and beta radiation. Some people who drink water containing beta and photon emitters in excess of the MCL over many years may have an increased risk of getting cancer.

### **Haloacetic Acids**

Some people who drink water containing Haloacetic Acids in excess of the MCL over many years may have an increased risk of getting cancer.

### **Hexavalent Chromium**

Some people who drink water containing hexavalent chromium in excess of the MCL over many years may have an increased risk of getting cancer.

### **Lead**

Infants and children who drink water containing lead in excess of the action level may experience delays in their physical or mental development. Children may show slight deficits in attention span and learning abilities. Adults who drink this water over many years may develop kidney problems or high blood pressure. The City of Upland is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your drinking water, you may wish to have your water tested. Information on lead in drinking water testing methods, and steps you can to minimize exposure is available from Safe Drinking Water Hotline or at <http://www.epa.gov/lead>.

**Microbiological Contaminants - Total Coliform Bacteria & Fecal coliform and E. coli** Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially-harmful, bacteria may be present. Coliforms were found in more samples than allowed and this was a warning of potential problems.

Fecal coliforms and E. coli are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Microbes in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, some of the elderly, and people with severely compromised immune systems.



## Nitrate

Nitrate in drinking water at levels above 10 mg/L is a health risk for infants less than six months of age. Such nitrate levels in drinking water can interfere with the capacity of the infant's blood to carry oxygen, resulting in serious illness; symptoms include shortness of breath and blueness of the skin. Nitrate levels above 10 mg/L may also affect the ability of the blood to carry oxygen in other individuals, such as pregnant women and those with certain specific enzyme deficiencies. If you are caring for an infant or you are pregnant, you should ask advice from your health care provider.

## Tetrachloroethylene (PCE)

Some people who use water containing Tetrachloroethylene (PCE) in excess of the MCL over many years may experience liver problems, and may have an increased risk of getting cancer.

## Total Organic Carbon

Total Organic Carbon (TOC) has no health effects. However, total organic carbon provides a medium for the formation of disinfection byproducts. These byproducts include Trihalomethanes (THMs) and Haloacetic acids, (HAAs). Drinking water containing these byproducts in excess of the MCL may lead to adverse health effects, liver or kidney problems, or nervous system effects, and may lead to an increased risk of cancer.

## TTHMs Total Trihalomethanes

Some people who drink water containing Trihalomethanes (THMs) in excess of the MCL over many years may experience liver, kidney or central nervous system problems and may have an increased risk of getting cancer.

## Turbidity

Turbidity has no health effects. However, high levels of turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.

## Uranium

Some people who drink water-containing Uranium in excess of the MCL over many years may have kidney problems or an increased risk of getting cancer.

## XII. Public Health Information

*The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.*

### **Contaminants that may be present in source water include:**

- *Microbial contaminants, such as viruses and bacteria, that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.*
- *Inorganic contaminants, such as salts and metals, that can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.*
- *Pesticides and herbicides, that may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.*
- *Organic chemical contaminants, including synthetic and volatile organic chemicals, that are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, agricultural application, and septic systems.*



- *Radioactive contaminants, that can be naturally-occurring or be the result of oil and gas production and mining activities.*

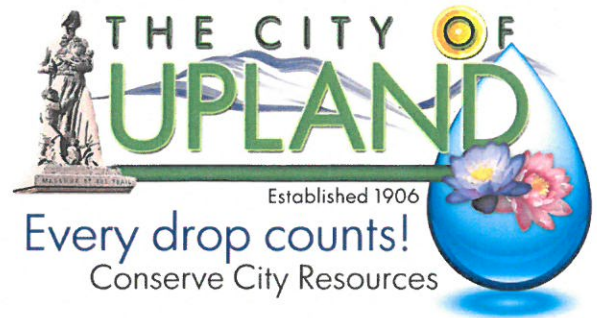
*In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (USEPA) and the State Water Resources Control Board (State Board) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. State Board regulations also establish limits for contaminants in bottled water that provide the same protection for public health.*

*Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the USEPA's Safe Drinking Water Hotline (1-800-426-4791).*

*Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. USEPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).*







## Certification Form

**Water System Name: City of Upland**

**PWS I.D. No.: CA3610050**

**Water System Name: West End Consolidated Water Company**

**PWS I.D. No.: CA3610086**

The water systems named above hereby confirms that its Consumer Confidence Report has been distributed to customers (and appropriate notices of availability have been given). Further, the system certifies that the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to the primacy agency.

**Certified By: Rosemary Hoerning, P.E., P.L.S., M.P.A.**

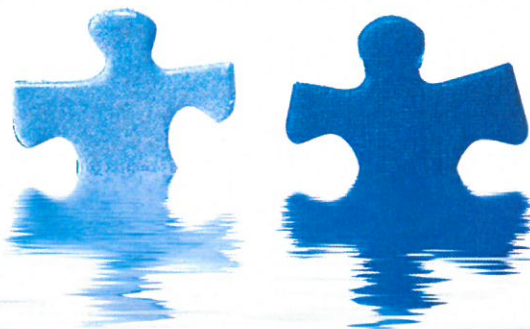
**Public Works Director**

**Phone No. (909) 291-2931 Date: July, 2016**

**“Good Faith” efforts were used to reach non-bill-paying consumers. Those efforts include the following methods as recommended by the primacy agency:**

**The City of Upland Consumer Confidence Report notification stating the Consumer Confidence Report would be available online at [www.ci.upland.ca.us](http://www.ci.upland.ca.us) was mailed to customers by the City of Upland. Customers that did not have internet access were notified they could call Public Works at (909) 291-2930 or (909) 291-2933 to have a copy mailed to them.**

Piecing the information together  
for your peace of mind.



# 2015 CONSUMER CONFIDENCE REPORT





2016 TEST RESULTS TABLE 1

CONTAMINANT	VIOLATION	UNITS	STATE MCL	STATE PHG (MCLG)	GROUNDWATER SUPPLY RANGE	SURFACE WATER SUPPLY RANGE	LIKELY CONTAMINATION SOURCE
<b>CLARITY: Turbidity</b>	No Violation	NTU	TT	TT	ND - 1.10	0.082 - 0.13 Highest	Soil runoff
Weighted Avg.	0.03					% < 0.3 100%	
<b>MICROBIOLOGICAL CONTAMINANTS</b>							
<b>Total Coliform Bacteria (a)</b>	No Violation	% Positive	5%	No State PHG	0 - 1	0 - 0	Human and animal waste
<b>Fecal Coliform and E. Coli</b>							
			A routine sample and repeat sample are total positive, and one is also Fecal Coliform or E. Coli positive.				
<b>SYNTHETIC ORGANIC CONTAMINANTS</b>							
<b>DIBROMOCHLOROPROPANE (b)</b>	No Violation	ppt	200	1.7	ND - 11.0	ND - ND	Banned Nematocide that may still be present in soils due to runoff/leaching from former use on soybeans, cotton, vineyards, tomatoes, and tree fruit.
Weighted Avg.	0.001						
<b>CHLOROETHANE</b>	No Violation	ppb	NS	NS	ND - ND	ND - ND	Leaching from PVC pipes; discharge from factories, dry cleaners, and auto
Weighted Avg.	ND						
<b>PCE</b>	No Violation	ppb	5	0.06	ND - 1.8	ND - ND	shops (metal degreasers)
Weighted Avg.	0.007						
<b>UNREGULATED INORGANICS</b>							
<b>VANADIUM</b>	No Violation	ppb	NOTIFICATION LEVEL	NS	ND - 5.0	ND - 6.7	Naturally occurring; the primary PCA is steel manufacturing, also used in the manufacturing of phthalic anhydride, sulfuric acid, pesticides, dyes, inks, pigments, and other chemicals; has been found in association with hazardous waste sites.
Weighted Avg.	1.68		50				
<b>Chromium, Hexavalent (Chr. VI)</b>	No Violation	ppb	10	0.02	ND - 0.17	ND - ND	Naturally occurring element; used in making steel and other alloys; chromium III or VI forms are used for chrome plating, dyes and pigments, leather tanning, and wood preservation
Weighted Avg.	0.31						
<b>Radioactive Contaminants</b>							
<b>Alpha Activity, Gross (d)</b>	No Violation	pCi/L	15	D	ND - 10.0	ND - 2.1	Decay of natural and man-made deposits
Weighted Avg.	0.473						
<b>Beta Activity, Gross (YR: 2011)</b>	No Violation	pCi/L	50	D	ND - ND	ND - 4.2	Erosion of natural deposits
Weighted Avg.	0.695						
<b>Radium 226 (YR: 2011)</b>	No Violation	pCi/L	See Below	0.05	ND - 1.14	ND - ND	Erosion of natural deposits
<b>Radium 228 (YR: 2011)</b>	No Violation	pCi/L	See Below	0.019	ND - 1.14	ND - ND	Erosion of natural deposits
<b>Radium 226 &amp; 228 Combined (e)</b>			5				
Weighted Avg.	0.07						
<b>Uranium</b>	No Violation	pCi/L	20	0.43	ND - 1.4	ND - 3.0	Erosion of natural deposits
Weighted Avg.	0.594						

2016 TEST RESULTS TABLE 2

CONTAMINANT	VIOLATION	UNITS	STATE MCL	STATE PHG (MCLG)	GROUNDWATER SUPPLY RANGE	SURFACE WATER SUPPLY RANGE	LIKELY CONTAMINATION SOURCE
<b>SECONDARY STANDARDS</b>							
<b>ALUMINUM</b>	No Violation	µg/L	200	NS	ND - 74	57 - 160	Erosion of natural deposits; residue from surface water treatment processes
Weighted Avg.	14.37						
<b>CHLORIDE</b>	No Violation	mg/L	500	NS	2.30 - 18.0	0.25 - 65.73	Runoff and leaching from natural deposits.
Weighted Avg.	16.72						
<b>COLOR</b>	No Violation	Units	15	NS	< 3 - 10	< 3	Natural occurring organic materials.
Weighted Avg.	< 3						
<b>COPPER (YR: 2013)</b>	No Violation	mg/L	1	NS	ND - 0.28	ND	Wood preservatives.
Weighted Avg.	N/A						
<b>ODOR THRESHOLD</b>	No Violation	Units	3	NS	ND - 1.0	1.0 - 2.0	Natural occurring organic materials.
Weighted Avg.	0.49						
<b>pH</b>	No Violation	Units	NS	NS	7.00 - 7.90	8.21 - 8.50	
Weighted Avg.	N/A						
<b>SPECIFIC CONDUCTANCE</b>	No Violation	µS/cm	1600	NS	380 - 680	350 - 603	Substances that form ions when in water.
Weighted Avg.	150.32						
<b>SULFATE</b>	No Violation	mg/L	500	NS	20 - 70	25 - 84	Runoff and leaching from natural deposits; industrial wastes.
Weighted Avg.	27.37						
<b>TOTAL DISSOLVED SOLIDS</b>	No Violation	mg/L	1000	NS	210 - 470	345 - 500	Runoff and leaching from natural deposits.
Weighted Avg.	102.89						



**TEST RESULTS TABLE 3**  
**2016**

CONTAMINANT	VIOLATION	UNITS	STATE MCL	STATE PHG (MCLG)	GROUNDWATER SUPPLY RANGE	SURFACE WATER SUPPLY RANGE	LIKELY CONTAMINATION SOURCE
<b>UNREGULATED ORGANICS</b>							
DICHLORODIFLUOROMETHANE	No Violation	ppb	NOTIFICATION LEVEL	NS	ND - 1.20	ND	Discharge from industries, factories, propellants, and refrigerants
FREON 12			1 ppm				
Weighted Avg.	0.1						
<b>LEAD AND COPPER</b>							
LEAD (YR: 2013)	No Violation	ppb	ACTION LEVEL	2	ND - 34	ND	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from
Weighted Avg.	N/A		15 ppb		90th Percentile (3 ppb)		wood preservatives
COPPER (YR: 2013)	No Violation	ppm	ACTION LEVEL	0.3	ND - 0.28	ND	
Weighted Avg.	N/A		1.3		90th Percentile (0.22 ppm)		
<b>INORGANIC CONTAMINANTS</b>							
ALUMINUM	No Violation	ppb	1000	60	ND - 74	57 - 160	Erosion of natural deposits; residue from surface water treatment processes
Weighted Avg.	14.37						
FLOURIDE (c)	No Violation	ppm	2	1	0.18 - 0.45	.017 - .034	Erosion of natural deposits; water additives which promote strong teeth, discharges from fertilizer, and aluminum factories.
Weighted Avg.	0.06						
NITRATE	No Violation	ppb	10	10	1.1 - 7.9	0.05 - 0.86	Runoff and leaching from fertilizer use; leaching from septic tanks; erosion of natural deposits.
Weighted Avg.	0.27						
NITRITE	No Violation	ppm	1	1	ND - 6.0	ND - ND	Runoff and leaching from fertilizer use; leaching from septic tanks; erosion of natural deposits.
Weighted Avg.	0.05						
PERCHLORATE	No Violation	ppb	6.2	NS	ND - 3.10	ND - ND	Perchlorate is an inorganic chemical used in solid rocket propellant; fireworks, explosives, flares, matches, and a variety of industries. It usually gets into drinking water as a result of environmental contamination from historic aerospace or other industrial operations that used or use, store, or dispose of perchlorate and its salts.
Weighted Avg.	0.01						
ARSENIC	No Violation	ppb	10	0.004	ND - 2.40	1.40 - 1.80	Erosion of natural deposits; runoff from orchards glass and electronic production wastes.
Weighted Avg.	0.35						
BARIUM	No Violation	ppm	10	2	ND - 0.64	ND - ND	Some people who drink water containing barium in excess of the MCL over many years may experience an increase in blood pressure.
Weighted Avg.	0.01						

**TEST RESULTS TABLE 4**  
**2015**

CONTAMINANT	VIOLATION	UNITS	STATE MCL	STATE PHG (MCLG)	GROUNDWATER SUPPLY RANGE	SURFACE WATER SUPPLY RANGE	LIKELY CONTAMINATION SOURCE
BROMATE	No Violation	ppb	10	0.1	ND	ND	By-product of drinking water disinfection.
Weighted Avg.	ND						
CHLORINE (MRDL)	No Violation	ppm	MRDL	MRDL	0.57 - 0.92	0.94 - 1.80	Drinking water disinfectant added for treatment.
Weighted Avg.	0.31		4	4			
CHLORINE RESIDUAL					0.05 - 1.97 SYSTEM RANGE		
CHLORAMINES	No Violation	ppm	MRDL	MRDL	N/A	N/A	Drinking water disinfectant added for treatment.
Weighted Avg.	N/A		4	4			
TOTAL ORGANIC CARBONS	No Violation	ppm	MRDL	MRDL	N/A	ND - 2.30	Various natural and man-made sources.
Weighted Avg.	0.445		TT	TT			
<b>WATER BORN PATHOGENS</b>							
CRYPTOSPORIDIUM	YES, BIN 2	BIN 1,2,3,4,	TT	TT	ND	ND	The findings for Cryptosporidium placed the City's water treatment facility into a Bin 2 classification. This required the City to decrease the the finished water turbidity requirement from 0.30 NTU's to 0.15 NTU's.
Weighted Avg.	ND						
<b>DISINFECTANT BYPRODUCTS</b>							
TOTAL TRIHALOMETHANES	No Violation	ppb	80	0	0 - 78		By-product of drinking water disinfection.
Highest LTRA	57						
HALOACETIC ACIDS	No Violation	ppb	60	0	3.0 - 11.50		By-product of drinking water disinfection.
Highest LTRA	10.25						



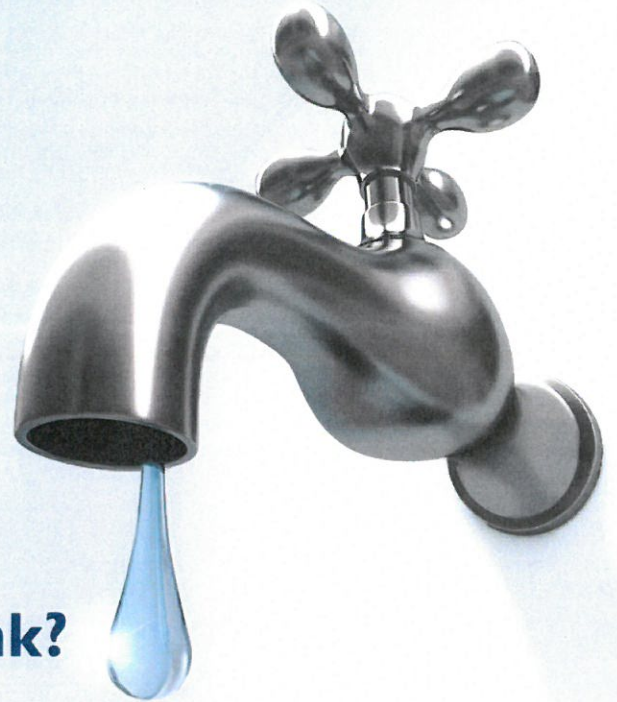
**TEST RESULTS TABLE 5**  
**2016**

		UNITS	STATE MCL	STATE PHG ( MCLG )	GROUNDWATER SUPPLY RANGE	SURFACE WATER SUPPLY RANGE	LIKELY CONTAMINATION SOURCE
<b>ADDITIONAL INFORMATION</b>							
<b>CALCIUM</b>		ppm	NS	NS	55 - 90	29 - 56	Leaching from natural deposits.
Weighted Avg.	10.49						
<b>HARDNESS</b>		ppm	NS	NS	170 - 290	113 - 180	Leaching from natural deposits.
Weighted Avg.	37.83						
<b>MAGNESIUM</b>		ppm	NS	NS	5.90 - 22.0	10.0 - 11.0	Leaching from natural deposits.
Weighted Avg.	2.92						
<b>POTASSIUM</b>		ppm	NS	NS	1.50 - 2.60	2.20 - 2.50	Leaching from natural deposits.
Weighted Avg.	1.7						
<b>SODIUM</b>		ppm	NS	NS	6.70 - 26.0	6.0 - 77.0	Leaching from natural deposits.
Weighted Avg.	34.08						
<b>TOTAL ALKALINITY</b>		ppm	NS	NS	140 - 220	82 - 160	Leaching from natural deposits.
Weighted Avg.	28.17						
<b>CARBONATE</b>		ppm	NS	NS	ND	ND - 3.9	Leaching from natural deposits.
Weighted Avg.	0.2						
<b>BICARBONATE</b>		ppm	NS	NS	180 - 260	98 - 190	Leaching from natural deposits.
Weighted Avg.	35.05						





# 2015 CONSUMER CONFIDENCE REPORT



## Is Our Water Safe to Drink?

The water provided by the City of Upland meets all State and Federal standards and regulations for domestic drinking water. The City will continue to strive to provide the citizens of Upland with the highest quality of water that they have come to expect from the "City of Gracious Living."

Our City Council meetings are held on the second and fourth Monday of every month, and our Public Works Committee meetings are generally held on the second Tuesday of every month. All items that are heard by City Council or the Public Works Committee are placed on the required agendas and posted at City Hall located at 460 North Euclid Avenue, Upland, California. The City of Upland Consumer Confidence Report can also be found on the **City's Web Site** [www.ci.upland.ca.us](http://www.ci.upland.ca.us).

Thank you for allowing the City to continue providing you, your family, friends and neighbors with clean, quality water this year; and for your effort to conserve our precious water supply. In order to maintain a safe and dependable water supply, the City sometimes needs to make improvements that will benefit all customers. These improvements are sometimes reflected as rate structure adjustments. Thank you for understanding.

The City works around the clock to provide top quality water to every tap and requests that all of our customers help protect and preserve our water sources, which are the heart of our community, our way of life, and our children's future.

If you have any questions or concerns regarding this report or your water utility, please contact Mr. John Robles, Chief Water System Operator, at (909) 291-2930, or Ms. Rosemary Hoerning, Public Works Director at (909) 291-2931. It is the City's goal for you, our valued customers, to be informed about their water quality.

Rod B. Butler  
City Manager

